

# Your journey through Outpatient Neuro Physiotherapy

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This leaflet outlines what to expect from the Outpatient Neuro Physio service.

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## Who can attend Outpatient Neuro Physiotherapy?

At present we do not accept self-referrals. We accept referrals from consultants, registrars and clinical nurse specialists within Neurology and Neuro-Rehab, your GP, or a physiotherapist either from within the Royal Berkshire Hospital or from another service.

## How Outpatient Neuro Physiotherapy operates

Once we receive a referral we send out a questionnaire for you to complete. In some cases the person referring you will give you the questionnaire directly. The information you provide will help us to determine if we are the best service to meet your needs. Occasionally, we forward referrals on to other services instead. These include the domiciliary physiotherapy team for home-based treatment, or the community-based neuro rehab team (CBNRT) if there are multi-disciplinary rehabilitation goals. We may also recommend that your needs are better met by a musculoskeletal physiotherapist (especially if your problem is mostly pain related). If this is the case we will advise you to go back to your GP to get referred locally.

## How long will I have to wait?

If you are offered an appointment for Outpatient Neuro Physiotherapy you may have to wait for a number of weeks to be seen. Your initial assessment may be at the Royal Berkshire Hospital (RBH), or at the Bracknell Healthspace at Brants Bridge, RG12 9RT. Follow-up appointments may also be at either site; however, there are limited facilities for physiotherapy at Bracknell so that location may not suit your needs for all follow-ups. The Chartered Society of Physiotherapy (CSP) is the professional body to which we belong. The CSP standards of care state that we will see clients within 10 minutes of their appointment time. Please ensure you check-in for your appointment at reception otherwise the therapist may not know you have arrived. If you are kept waiting more than 10 minutes please tell the receptionist.

## How long are the appointments?

Most appointments for Outpatient Neuro Physiotherapy are between 45-60 minutes long. The initial assessment may take slightly longer as the therapist often needs to produce an exercise programme for you to take away.

## Who works in Outpatient Neuro Physiotherapy?

There are three part-time senior physiotherapists in the team. Once you start your treatment, you will usually be seen by the same therapist each time you visit to enhance continuity of care. If you are transferred to a group session, such as the balance group (only run at RBH main site), you will be seen by the therapist who runs those sessions. You may be reviewed by your primary therapist upon completion of the group sessions.

## General information

If you need assistance with transport to attend your appointment please arrange this through your GP for your first visit. If we feel that ongoing appointments are required and that you meet the criteria for hospital transport then future transport can be arranged by our department.

During your initial assessment a medical history will be taken and you will be asked to provide details of any medications that you take. Please bring written information with you if you think you may not remember.

Once you have been assessed by the therapist, they will advise whether you need to be seen again. If so, you will need to check-out at reception and they will book your next appointment. When you no longer need to be seen please tell the receptionist and she will close the case on our system.

## Opening hours

Monday to Friday: 8.30am-4.00pm (closed weekends and bank holidays)

## Contact details

Outpatient Neuro Physiotherapy

Battle Block Outpatients and Therapies (opposite Whitley Ward)

Level 1 Battle Block

Royal Berkshire Hospital

London Road, Reading, RG1 5AN

0118 322 8545 (for appointments) 0118 322 8546 (for physiotherapists).

We cannot always answer calls directly and you may get an answerphone when you contact the department. The answerphones are checked regularly and a record kept of all messages received. Please leave a message with your name, contact number and the reason for your call and we will return your call (but it may not be the same day).

This information can be made available in other languages and formats upon request.

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